

EMOTIONAL INTELLIGENCE



GENTEX[®]
TRAINING CENTER



Introduction

Technical skill gets a professional hired; emotional intelligence determines how far they go. The Emotional Intelligence Training Course builds the awareness and self-management that strong working relationships depend on. Participants explore the components of emotional intelligence, measure their own profile, and practise the techniques that keep them effective under pressure. Furthermore, the programme covers empathy, difficult emotions, feedback, and leading teams through stress and change. Delivered by Gentex Training Center over five days, this programme suits managers, team members, and professionals in demanding roles. As a result, participants handle pressure better and build stronger relationships.

Emotional Intelligence Course Objectives

- Explain the four-domain model of emotional intelligence: self-awareness, self-management, social awareness, and relationship management.
- Assess personal emotional intelligence using the EQ-i 2.0 framework and reflective instruments.
- Identify personal emotional triggers, patterns, and default reactions.
- Apply self-regulation techniques to manage anger, anxiety, and frustration.
- Use cognitive reframing and the ABC model to challenge unhelpful thinking.
- Practise empathy skills, including perspective-taking and active listening.
- Read emotional signals in individuals, teams, and group dynamics.
- Give and receive feedback without triggering defensiveness.
- Manage conflict and difficult conversations with emotional control.
- Apply mindfulness and stress-reduction methods during high-pressure periods.

Course Methodology

- Interactive sessions combining theory, reflection, and guided practice.

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- Self-assessment exercises with structured personal debriefs.
- Role-plays covering conflict, feedback, and emotionally charged conversations.
- Scenario-based workshops on stress and pressure management.
- Group discussion and peer coaching with confidentiality ground rules.
- Action planning that links emotional skills to real workplace situations.

Who Should Take This Course

- Managers and team leaders working under pressure.
- Customer-facing and service professionals handling difficult people.
- Human resources and people development professionals.
- Sales and negotiation staff managing rejection and tension.
- Healthcare, education, and public sector staff in demanding roles.
- Project teams working to tight deadlines.
- Professionals seeking greater resilience and self-control.

Emotional Intelligence Course Outlines

Day 1: Understanding Emotional Intelligence

- Defining emotions, emotional literacy, and emotional intelligence.
- The four-domain model: self-awareness, self-management, social awareness, relationship management.
- Daniel Goleman's five-component framework.
- Emotions and performance: the effect on judgement and decisions.
- The EQ-i 2.0 model and its composite scales.
- Common myths and misunderstandings about emotional intelligence.



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- Self-assessment: personal emotional intelligence profile.

Day 2: Self-Awareness and Self-Management

- Recognising emotional triggers and behavioural patterns.
- The mind-body connection: physical signals of stress.
- Self-regulation techniques: breathing, pausing, and the six-second rule.
- Cognitive reframing and the ABC model of Ellis.
- Managing anger, anxiety, frustration, and disappointment.
- Impulse control and delaying reaction.
- Practice: a personal trigger and response map.

Day 3: Social Awareness and Empathy

- Empathy types: cognitive, emotional, and compassionate.
- Perspective-taking and active listening techniques.
- Reading non-verbal signals and emotional cues.
- Emotional contagion and mood in teams.
- Building psychological safety and trust.
- Cultural differences in emotional expression.
- Practice: an empathy-based listening conversation.

Day 4: Relationship Management and Difficult Conversations

- Giving feedback without triggering defensiveness.
- Receiving criticism with composure.
- Assertive communication and emotional boundaries.



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- Managing conflict using the Thomas-Kilmann Instrument.
- Handling difficult conversations and emotional escalation.
- Repairing relationships after conflict or mistakes.
- Role-play: a high-emotion conversation with a colleague.

Day 5: Resilience, Stress, and Action Planning

- Stress response explained and its workplace effects.
- Mindfulness and grounding techniques for pressure.
- Building resilience habits and recovery routines.
- Supporting team wellbeing and recognising distress signals.
- Emotional intelligence in leadership and change management.
- Building a 90-day personal emotional intelligence plan.
- Final practice, peer review, and course consolidation.

Conclusion

By successfully completing the Emotional Intelligence Training Course, participants will have acquired practical knowledge of the four-domain model, the EQ-i 2.0 framework, self-regulation techniques, the ABC reframing model, empathy skills, feedback practice, and resilience-building methods. In addition, they will manage their emotions and relationships with greater control and awareness. Gentex Training Center delivers this programme through guided reflection and structured role-plays, so participants apply their new knowledge immediately.

FAQs





Q1 What is the "Emotional Intelligence" course about?

The course develops the ability to recognise, understand, and manage emotions in oneself and others. It covers self-awareness, self-regulation, empathy, relationship management, resilience, and handling difficult conversations at work.

Q2 What are the key benefits of the "Emotional Intelligence" course?

Participants stay composed under pressure and make better decisions in tense situations. Furthermore, they build stronger relationships, handle criticism calmly, and reduce conflict with colleagues and clients. As a result, they perform more consistently and support healthier teams.

Q3 What skills will I gain from the "Emotional Intelligence" course?

Participants gain emotional self-awareness and regulation, empathy and social awareness, relationship management and difficult conversation skills, and resilience and stress management. These four skills combine to strengthen personal effectiveness and team relationships.

Q4 What tools, methods, or standards are covered in the "Emotional Intelligence" course?

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The programme uses the four-domain emotional intelligence model, Daniel Goleman's five-component framework, the EQ-i 2.0 assessment model, the ABC model of cognitive reframing, the six-second rule, active listening and perspective-taking techniques, the Thomas-Kilmann Conflict Mode Instrument, mindfulness and grounding methods, and structured feedback frameworks.

Q5 How is the "Emotional Intelligence" course applied in real-world practice?

Professionals apply it when receiving critical feedback, managing an angry client, chairing a tense meeting, supporting a struggling colleague, handling project pressure, and leading a team through change. In addition, they use it to manage their own workload stress and avoid reactive decisions.

